



APPEAL BRIEF UNDER 37 C.F.R. § 41.37

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PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Paul C. Rogers et al.

Examiner: Olisa Anwah

Serial No.: 09/360,719

Group Art Unit: 2645

Filed: July 27, 1999

Docket: 2046.086US4

For: CALL MANAGEMENT SYSTEM WITH CALL CONTROL FROM USER
WORKSTATION COMPUTERS

APPEAL BRIEF UNDER 37 CFR § 41.37

Mail Stop Appeal Brief- Patents
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

The Appeal Brief is presented in support of the Notice of Appeal to the Board of Patent Appeals and Interferences, filed on July 19, 2005, from the Final Rejection of claims 1, 4-7, 17-24, 27-30, 36, 139, 142-157, 270-273, and 283-286 of the above-identified application, as set forth in the Final Office Action mailed on April 21, 2005.

The Commissioner of Patents and Trademarks is hereby authorized to charge Deposit Account No. 19-0743 in the amount of \$500.00 which represents the requisite fee set forth in 37 C.F.R. § 41.2(b)(2). The Appellants respectfully request consideration and reversal of the Examiner's rejections of pending claims.

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1. REAL PARTY IN INTEREST

The real party in interest of the above-captioned patent application is the assignee,
ASPECT COMMUNICATIONS CORPORATION.

2. RELATED APPEALS AND INTERFERENCES

There are no other appeals or interferences known to Appellants that will have a bearing on the Board's decision in the present appeal.

3. STATUS OF THE CLAIMS

The present application was filed on July 27, 1999 with claims 1-309, along with a Preliminary Amendment canceling claims 2-3, 8-16, 25-26, 31-35, 37-138, 159-269, 274-282, and 287-309.

A non-final Office Action was mailed April 4, 2003. A Final Office Action was mailed October 22, 2003. Claims 140-141 and claim 158 were canceled in the response to the Final Office Action of October 22, 2003. A non-final Office Action was mailed June 8, 2004. A non-final Office Action was mailed November 11, 2004. A Final Office Action was mailed April 21, 2005. Claims 1, 4-7, 17-24, 27-30, 36, 139, 142-157, 270-273, and 283-286 stand twice rejected, remain pending, and are the subject of the present Appeal.

4. STATUS OF AMENDMENTS

No amendments have been made subsequent to the Final Office Action mailed April 21, 2005.

5. SUMMARY OF CLAIMED SUBJECT MATTER

Some aspects of the present inventive subject matter include, but are not limited to, a call management system 99, such as illustrated in FIG. 1. Page 14, lines 4-20. The call management system may include at least one user position 114 including a workstation and associated telephone apparatus, a call management computer 101, and a digital data network 109 connecting the workstation of said at least one user position with the call management computer. FIG. 1 and FIG. 2, and page 14 line 4 through page 18, line 18. The call management computer may include means for intercepting an incoming call to the at least one user position. Page 15, lines 13-24 and page 23, line 21 through page 24, line 9. Some embodiments of the present inventive subject matter include a storage means for storing at least one processing rule for determining how an intercepted call is to be processed. Page 18, line 20 through page 19, line 2.

Some embodiments of the present inventive subject matter include means for determining that the intercepted call is for said at least one user position. Page 3, lines 8-12. Some embodiments of the present inventive subject matter include means for interacting with the workstation of said at least one user position to determine how the intercepted call is to be processed. Page 3, line 8 through page 4, line 8. Some embodiments of the present inventive subject matter include means for processing the call according to instructions received from the workstation of the user. Page 3, lines 8 through page 4, line 8. Some embodiments of the present inventive subject matter include means for allowing a user to modify the at least one processing rule. Page 82, lines 14-21.

Some embodiments of the present inventive subject matter include the call management computer including means for identifying a call type for the incoming call. Page 6, lines 16-18 and page 24, line 25 through page 26, line 9. Some embodiments of the present inventive subject matter include the call management computer including means for identifying the calling party. Page 6, lines 16-18, and page 25, lines 11-20. Some embodiments of the present inventive subject matter include at least one processing

rule being selected based on at least one of the call type and the calling party. Page 26, lines 11-23.

This summary does not provide an exhaustive or exclusive view of the present subject matter, and Appellants refer to the appended claims and its legal equivalents for a complete statement of the invention.

6. GROUNDS OF REJECTION TO BE REVIEWED ON APPEAL

Claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* (U.S. 5,533,102) in view of Bobo II (U.S. 6,564,321).

Claims 24 and 30 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Klingman (U.S. 5,721,729).

Claim 36 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Monnot *et al.* (U.S. 5,432,618).

Claims 139 and 142-156 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Pepe *et al.* (5,742,905).

Claim 157 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II and Pepe *et al.* in further view of Kondo *et al.* (U.S. 5,490,205).

Claim 151 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II and Pepe *et al.* in further view of Norris *et al.* (U.S. Publication No. 2002/0080776).

7. ARGUMENT

§103 Rejection of the Claims

Applicable Law

The Examiner has the burden under 35 U.S.C. § 103 to establish a *prima facie* case of obviousness. *In re Fine*, 837 F.2d 1071, 1074, 5 USPQ2d 1596, 1598 (Fed. Cir. 1988). To do that the Examiner must show that some objective teaching in the prior art or some knowledge generally available to one of ordinary skill in the art would lead an individual to combine the relevant teaching of the references. *Id.*

The *Fine* court stated that:

Obviousness is tested by "what the combined teaching of the references would have suggested to those of ordinary skill in the art." *In re Keller*, 642 F.2d 413, 425, 208 USPQ 871, 878 (CCPA 1981)). But it "cannot be established by combining the teachings of the prior art to produce the claimed invention, absent some teaching or suggestion supporting the combination." *ACS Hosp. Sys.*, 732 F.2d at 1577, 221 USPQ at 933. And "teachings of references can be combined *only* if there is some suggestion or incentive to do so." *Id.* (emphasis in original).

The M.P.E.P. adopts this line of reasoning, stating that

In order for the Examiner to establish a *prima facie* case of obviousness, three base criteria must be met. First, there must be some suggestion or motivation, either in the references themselves or in the knowledge generally available to one of ordinary skill in the art, to modify the reference or to combine reference teachings. Second, there must be a reasonable expectation of success. Finally, the prior art reference (or references when combined) must teach or suggest all the claim limitations. The teaching or suggestion to make the claimed combination and the reasonable expectation of success must both be found in the prior art, and not based on applicant's disclosure. *M.P.E.P.* § 2142 (citing *In re Vaeck*, 947 F.2d 488, 20 USPQ2d 1438 (Fed.Cir. 1991)).

Further, the teaching or suggestion to make the claimed combination and the reasonable expectation of success must both be found in the prior art, not in applicant's disclosure. *In re Vaeck*, 947 F.2d 488, 20 USPQ2d 1438 (Fed. Cir. 1991); MPEP § 2143. The Examiner must avoid hindsight. *In re Bond*, 910 F.2d 831, 834, 15 USPQ2d 1566,

1568 (Fed. Cir. 1990).

Still further, the office action must provide specific, objective evidence of record for a finding of a teaching, suggestion, or motivation to combine reference teachings and must explain the reasoning by which the evidence is deemed to support such a finding.

In re Sang Su Lee, 277 F.3d 1338 (Fed. Cir. 2002).

Discussion of the rejection of claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286

Claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* (U.S. 5,533,102) in view of Bobo II (U.S. 6,564,321). Appellants traverse this rejection for the reasons set out below.

THE CITED REFERENCES DO NOT TEACH EVERY ELEMENT OF THE CLAIMS

The Final Office Action fails to state a *prima facie* case of obviousness because the proposed combination of Robinson *et al.* with Bobo II fails to teach or suggest each of the elements of claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286.

Claim 1 recites, "means for allowing a user to modify the at least one processing rule." The Final Office Action merely indicates that Figure 7 of Robinson teaches this limitation. Appellants disagree. FIG. 7 of Robinson *et al.* illustrates a flowchart of holding options and actions, including "play greeting to caller," "play holding prompt," and "inform caller called party still busy." However, according to Robinson *et al.*, these options and actions are taken if the called party selects the option "holding options & actions" (See Robinson *et al.* at column 9, lines 42-45). Selecting an option and executing features based on the selection of an option fails to teach or suggest modify at least one processing rule, as recited in claim 1. Selecting an option merely causes the actions associated with the selection of that particular option to occur, and fails to modify any of the processing rules. The number of existing options and the action or actions taken after the selection of an option are exactly the same before and after an option selection is made.

Therefore, Robinson *et al.* discloses options and actions taken in response to the selection of an option, but fails to teach or suggest a means for allowing a user to modify the at least one processing rule as recited in claim 1. Appellants' representatives fail to find in, and the Final Office Action fails to point out in Bobo II, a teaching or suggestion of these elements recited in claim 1 and missing from Robinson *et al.* Thus, the proposed combination of Robinson *et al.* with Bobo II still fails to teach or suggest each of the elements recited in claim 1.

Claims 4-7, 17-23, 27-29, 270-273, and 283-286 depend from claim 1, and claim additional limitations upon the call management system. According to the arguments presented above for claim 1, Appellants respectfully submit that the rejections of claims 4-7, 17-23, 27-29, 270-273, and 283-286 under 35 U.S.C. § 103(a) have been addressed and overcome by at least the arguments presented above with respect to claim

THERE IS NO SUGGESTION OR MOTIVATION TO COMBINE THE REFERENCES

The Final Office Action based the rejection of claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286 on the combination of Robinson *et al.* and Bobo II. As noted above, the Final Office Action must provide specific, objective evidence of record for a finding of a teaching, suggestion, or motivation to combine the reference teaches and must explain the reasoning by which the evidence is deemed to support such a finding. In an attempt to meet these requirements, the Final Office Action on page 4 states,

Robinson does not disclose said call management computer includes means for identifying a call type for the incoming call. However, Bobo teaches this limitation (see abstract). Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to modify Robinson with the identifying means taught by Bobo. This modification would have improved the versatility of Robinson by allowing the auto attendant system to receive various kinds of messages as suggested by Bobo.

The Appellants disagree with these statements. The Final Office Action admits that Robinson *et al.* does not disclose a call management computer including means for identifying a call type of the incoming call. The Appellants agree with this statement.

The mere fact that the abstract of Bobo II discloses "The MSDS detects the type of call and stores the message signal in a database" fails to provide a teaching, suggestion, or motivation to combine Robinson *et al.* with Bobo II. Further, the Final Office Action fails to point out, and the Appellants' representatives fails to find in Robinson *et al.*, any disclosure that Robinson *et al.* is concerned with expanded versatility regarding various kinds of messages. Therefore, the statements in the Final Office Action are unsupported by the cited documents. Thus, the Final Office Action fails to point to any teaching or suggestion to make the claimed combination and the reasonable expectation of success that is found in the cited documents and not merely based on the Appellants' disclosure. Therefore, the statements made in the Final Office Action for the proposed combination of Robinson *et al.* and Bobo II represent mere reconstruction of the Appellants' claimed invention using impermissible hindsight.

Because the Final Office Action fails to state an adequate grounds for forming the combination of Robinson *et al.* with Bobo II, the Final Office Action fails to state a *prima facie* case of obviousness with respect to claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286.

For at least the reasons stated above, Appellants respectfully request withdrawal of the rejection and reconsideration and allowance of claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286.

Discussion of the rejection of claims 24 and 30, claim 36, claims 139 and 142-156, claim 157, and claim 151.

Claims 24 and 30 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Klingman (U.S. 5,721,729).

Claim 36 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Monnot *et al.* (U.S. 5,432,618).

Claims 139 and 142-156 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Pepe *et al.* (5,742,905).

Claim 157 was rejected under 35 U.S.C. § 103(a) as being unpatentable over

Robinson *et al.* combined with Bobo II and Pepe *et al.* in further view of Kondo *et al.* (U.S. 5,490,205).

Claim 151 was rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II and Pepe *et al.* in further view of Norris *et al.* (U.S. Publication No. 2002/0080776).

Appellants traverse each of these rejections for the reasons set out below.

THE CITED REFERENCES DO NOT TEACH EVERY ELEMENT OF THE CLAIMS

The Final Office Action fails to state a *prima facie* case of obviousness because the proposed combination of Robinson *et al.* and Bobo II with each of the additional documents used in the rejections of claims 24 and 30, claim 36, claims 139 and 142-156, claim 157, and claim 151 fail to teach or suggest each of the elements of claims 24 and 30, claim 36, claims 139 and 142-156, claim 157, and claim 151.

Claims 24, 30, 36, 139, 142-156, 157, and 151 all depend from claim 1, and claim additional limitations upon the call management system. According to the arguments presented above for claim 1, Appellants respectfully submit that the rejections of claims 24, 30, 36, 139, 142-156, 157, and 151 under 35 U.S.C. § 103(a) have been addressed and overcome by at least the arguments presented above with respect to claim 1.

THERE IS NO SUGGESTION OR MOTIVATION TO COMBINE THE REFERENCES

In each of the above rejections, the Final Office Action bases the rejection of the claims on a combination that includes Robinson *et al.* combined with Bobo II and one or more additional documents. However, in each instance, the Final Office Action fails to provide any additional grounds for forming the combination of Robinson *et al.* with Bobo II, and merely makes a statement adding the additional document or documents. As noted above, the Appellants submit that the Final Office Action fails to provide a proper grounds for forming the combination of Robinson *et al.* and Bobo II with respect to claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286. Therefore, the Appellants

respectfully submit that the Final Office Action has failed to state a proper ground for forming the combination of Robinson *et al.*, Bobo II, and Klingman with respect to claims 24 and 30, and fails to state a proper grounds for forming the combination of Robinson *et al.*, Bobo II, and Monnot *et al.* with respect to claim 36, and fails to state a proper grounds for forming the combination of Robinson *et al.*, Bobo II, and Pepe *et al.* with respect to claims 139 and 142-156, and fails to state a proper grounds for forming the combination of Robinson *et al.*, Bobo II, Pepe *et al.*, and Kondo *et al.* with respect to claim 157, and fails to state a proper grounds for forming the combination of Robinson *et al.*, Bobo II, Pepe *et al.*, and Norris *et al.* with respect to claim 151.

Further, the Final Office Action makes the following statements:

on page 6 with respect the rejection of claims 24 and 30:

Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to further modify Robinson combined with Bobo with means for identifying fax calls by detecting ISDN messages as taught by Klingman. This modification would improve the accuracy of Bobo by providing a universal call processing system that can detect and process all information types transmitted through a telephone line via an ISDN network.

on page 7 with respect to the rejection of claim 36:

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to further modify Robinson combined with Bobo to include a system wherein an identified message is returned to the calling fax machine which confirms the identity of the called party as taught by Monot [sic]. This modification would have improved the reliability of Bobo by allowing for certification of fax transmissions.

on pages 7-8 with respect to the rejection of claims 139 and 142-156:

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to further modify the combination of Robinson combined with Bobo with a system wherein the types of calls determine, at least in part, the at least one call processing rule as taught by Pepe. This modification would improved [sic] the flexibility of Robinson by allowing the user to establish a set of rules that specify how the user is to be

notified of various types of messages as suggested by Pepe (see col. 5, line 60 to col. 6, line 35).

on page 9 with respect to the rejection of claim 157:

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to further modify Robinson combined with Bobo and Pepe to include a system wherein a call processing rule specifies at least in part that a special ringing sound should be used for a call as taught by Kondo. This modification would have improved the cumulative features of the system by allowing a user to know whether or not a caller is important to him.

on page 10 with respect to the rejection of claim 151:

Therefore it would have been obvious to one of ordinary skill in the art at the time the invention was made to further modify the combination Robinson, Bobo and Pepe with a system wherein the other destination is a destination on the Internet as taught by Norris. This modification would allow for calls to be received via an Internet Phone as suggested by Norris.

The Appellants respectfully disagree with each of these statements. In each of these statements, the Final Office Action fails to point to any teaching or suggestion found in the cited documents to make the claimed combination and the reasonable expectation of success as found in the cited documents. In each instance, the Final Office Action attempts to combine the documents by merely restating that the combination would include the elements recited in the respective rejected claims, and then in each instance recites an alleged benefit that would motivate one of ordinary skill in the art to form the proposed combination. Because the Final Office Action fails to point to any portion of the cited documents that provide a teaching or suggestion to make the claimed combination and the reasonable expectation of success found in the prior art that is not merely based on the Appellants' disclosure, the Final Office Action fails to state a proper grounds, in each of the above mentioned proposed combination, for forming the proposed combination of documents.

Because the Final Office Action fails to state an adequate grounds for forming the proposed combination of documents used in the rejections of claims 24 and 30, claim 36, claims 139 and 142-156, claim 157, and claim 151, the Final Office Action fails to state a *prima facie* case of obviousness with respect to claims 24 and 30, claim 36, claims 139 and 142-156, claim 157, and claim 151.

For at least the reasons stated above, Appellants respectfully request withdrawal of the rejections and reconsideration and allowance of claims 24, 30, 36, 139, 142-156, 157, and 151.

8. SUMMARY

For at least the reasons argued above, claims 1, 4-7, 17-23, 27-29, 270-273, and 283-286 were not properly rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* (U.S. 5,533,102) in view of Bobo II (U.S. 6,564,321).

Further, for at least the reasons argued above, claims 24 and 30 were not properly rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Klingman (U.S. 5,721,729); claim 36 was not properly rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Monnot *et al.* (U.S. 5,432,618); claims 139 and 142-156 were not properly rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II in further view of Pepe *et al.* (5,742,905); claim 157 was not properly rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II and Pepe *et al.* in further view of Kondo *et al.* (U.S. 5,490,205), and claim 151 was not properly rejected under 35 U.S.C. § 103(a) as being unpatentable over Robinson *et al.* combined with Bobo II and Pepe *et al.* in further view of Norris *et al.* (U.S. Publication No. 2002/0080776).

It is respectfully submitted that the references cited do not render claims 1, 4-7, 17-24, 27-30, 36, 139, 142-157, 270-273, and 283-286 obvious, and that claims 1, 4-7, 17-24, 27-30, 36, 139, 142-157, 270-273, and 283-286 are patentable over the cited references. Reversal of the rejections and allowance of all of all pending claims is respectfully requested.

Respectfully submitted,


PAUL C. ROGERS et al.

By their Representatives,

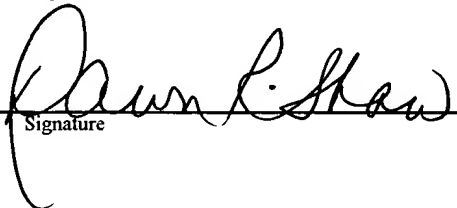
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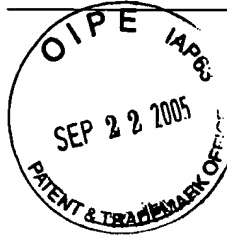
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CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: Mail Stop Appeal Brief, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 20 day of September, 2005.

Dawn R. Shaw 
Name Signature



CLAIMS APPENDIX

1. (Rejected) A call management system comprising:
 - at least one user position, comprising a computer workstation and associated telephone apparatus;
 - a call management computer;
 - a digital data network connecting the workstation of said at least one user position with said call management computer;
 - said call management computer including means for intercepting an incoming call to said at least one user position;
 - a storage means for storing at least one processing rule for determining how an intercepted call is to be processed;
 - means for determining that the intercepted call is for said at least one user position;
 - means for interacting with the workstation of said at least one user position to determine how the intercepted call is to be processed;
 - means for processing the call according to instructions received from the workstation of the user;
 - means for allowing a user to modify the at least one processing rule;
 - wherein said call management computer includes means for identifying a call type for the incoming call;
 - wherein said call management computer includes means for identifying the calling party;
 - and;
 - wherein said at least one processing rule is selected based on at least one of the call type and the calling party.

-
- 2.-3. (Cancelled)
4. (Rejected) A call management system in accordance with claim 1 wherein said call type includes at least one of a voice call and a fax call.
5. (Rejected) A call management system in accordance with claim 4 wherein said call type includes a data call.
6. (Rejected) A call management system in accordance with claim 1 wherein said call type includes at least one of a voice call and a data call.
7. (Rejected) A call management system in accordance with claim 6 wherein said call type includes a fax call.
- 8.-16. (Cancelled)
17. (Rejected) A call management system in accordance with claim 4 wherein said call management computer includes means for receiving fax documents.
18. (Rejected) A call management system in accordance with claim 17 wherein said call management computer includes storage for received fax documents.
19. (Rejected) A call management system in accordance with claim 18 wherein said computer workstation selectively retrieves stored fax documents determined to be for the user position.
20. (Rejected) A call management system in accordance with claim 4 wherein said call management computer includes means for receiving data files.
21. (Rejected) A call management system in accordance with claim 20 wherein said call management computer includes storage for received data files.
22. (Rejected) A call management system in accordance with claim 21 wherein said computer workstation selectively retrieves stored data files determined to be for the user position.

23. (Rejected) A call management system in accordance with claim 4 further including means for identifying said fax calls by detecting CNG signals.
24. (Rejected) A call management system in accordance with claim 4 further including means for identifying said fax calls by detecting ISDN messages.
- 25.-26. (Cancelled)
27. (Rejected) A call management system in accordance with claim 6 further including means for identifying said data calls by detecting DTMF signals.
28. (Rejected) A call management system in accordance with claim 6 further including means for identifying said data calls by detecting data carrier signals.
29. (Rejected) A call management system in accordance with claim 7 further including means for identifying said fax calls by detecting CNG signals.
30. (Rejected) A call management system in accordance with claim 7 further including means for identifying said fax calls by detecting ISDN messages.
- 31.-35. (Cancelled)
36. (Rejected) A call management system in accordance with claim 7 wherein an identifying message is returned to the calling fax machine which confirms the identity of the called party.
- 37.-138. (Cancelled)
139. (Rejected) A call management system in accordance with claim 1 wherein the types of calls determine, at least in part, the at least one processing rule.
140. (Cancelled)
141. (Cancelled)

142. (Rejected) A call management system in accordance with claim 139 wherein said at least one processing rule is determined to be applicable at least in part by the current status of the called user.

143. (Rejected) A call management system in accordance with claim 142 wherein the current status of the called user includes whether or not he or she is on the phone.

144. (Rejected) A call management system in accordance with claim 142 wherein the current status of the called user includes whether or not he or she is available to receive calls.

145. (Rejected) A call management system in accordance with claim 142 wherein the current status of the called user includes whether or not he or she is accepting only priority calls.

146. (Rejected) A call management system in accordance with claim 142 wherein the current status of the called user includes his or her current location.

147. (Rejected) A call management system in accordance with claim 142 wherein said at least one processing rule is determined to be applicable at least in part by the current date, day of the week and/or time of day.

148. (Rejected) A call management system in accordance with claim 139 wherein said at least one processing rule includes instructions for routing calls from at least one caller to a destination other than the user position.

149. (Rejected) A call management system in accordance with claim 148 wherein said other destination is a destination on a public switched telephone network.

150. (Rejected) A call management system in accordance with claim 148 wherein said other destination is another user position.

151. (Rejected) A call management system in accordance with claim 148 wherein said other destination is a destination on the Internet.

152. (Rejected) A call management system in accordance with claim 139 wherein said at least one processing rule specifies, at least in part, that the call be transferred to the called user at a location other than the normal user position.

153. (Rejected) A call management system in accordance with claim 152 further including means for the user to change the location to which the call is to be transferred by calling the call management system and entering appropriate instructions.

154. (Rejected) A call management system in accordance with claim 152 wherein said at least one processing rule specifies a series of alternate destinations which are to be called.

155. (Rejected) A call management system in accordance with claim 139 wherein-said at least one processing rule specifies, at least in part, that the user be paged upon receipt of certain calls.

156. (Rejected) A call management system in accordance with claim 139 wherein said at least one processing rule specifies, at least in part, that another call processing rule should be applied to the call.

157. (Rejected) A call management system in accordance with claim 139 wherein said at least one processing rule specifies, at least in part, that a special ringing sound should be used for the call.

158. (Cancelled)

159.-269. (Cancelled)

270. (Rejected) A call management system in accordance with claim 4 wherein each user has a single telephone number for both voice and fax calls.

271. (Rejected) A call management system in accordance with claim 5 wherein each user has a single telephone number for voice, fax and data calls.

272. (Rejected) A call management system in accordance with claim 6 wherein each user has a single telephone number for both voice and data calls.

273. (Rejected) A call management system in accordance with claim 7 wherein each user has a single telephone number for voice, fax and data calls.

274.-282. (Cancelled)

283. (Rejected) A call management system in accordance with claim 4 wherein fax calls received for specified numbers are accepted as though directed to a specified user.

284. (Rejected) A call management system in accordance with claim 7 wherein fax calls received for specified numbers are accepted as though directed to a specified user.

285. (Rejected) A call management system in accordance with claim 5 wherein data calls received for specified numbers are accepted as though directed to a specified user.

286. (Rejected) A call management system in accordance with claim 6 wherein data calls received for specified numbers are accepted as though directed to a specified user.

287.-309. (Cancelled)

EVIDENCE APPENDIX

None.

RELATED PROCEEDINGS APPENDIX

None.